



Branch Network Service Description  
**FUJITSU RESTRICTED (COMMERCIAL IN  
CONFIDENCE)**



**Document Title:** Branch Network Service Description

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*Note: See Post Office Account HNG-X Reviewers/Approvers Role Matrix (PGM/DCM/ION/0001) for guidance.*



## 0 Document Control

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## 0.2 Document History

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change - CP/PEAK/PPRR Reference
1.0	31/08/06	Agreed	
1.1	22/11/06	Amendment to tables 4 and 8, to describe the revised Branch and Counter Availability SLT's for both the Post Office Critical Period and the Post Office Core Day resulting from this change in incident prioritisation	CP4298
1.2	30/01/07	Review comments from V1.1 incorporated into document. As agreed with Post Office Ltd, all faults in the Branch Telecom infrastructure to be allocated A priority (2.3.3.1.4).	
2.0	28/02/07	Issued for Approval	
2.1	30/11/07	Branch Availability SLT Matrix added to the document. Branch Availability Matrix has been updated to reflect updated as follows: <ul style="list-style-type: none"> <li>- Remove references to SLT periods per year and calculations of figures on an average SLT period basis. SLT %s are calculated on a per annum basis, with these percentages applied to each month – as agreed with Adam Martin.</li> <li>- Base the SLTs on the MTBFs and number of counters/branches as at April 2007. This gives constant SLT %s which will only be updated when the MTBFs and number of counters/branches in this calculation are updated.</li> </ul> SLTs have been removed from the document and the reader referred to the branch availability matrix to view the SLTs. This is due to the fact that during the network closure programme, the SLTs will be changed on a quarterly basis.	
2.2	21/12/07	Revised in response to review comments from Hilary Forrest.	
2.2	10/10/08	Amendments to: <ul style="list-style-type: none"> <li>- Fujitsu and Post Office logos</li> <li>- Approval Authorities</li> <li>- Review Details</li> <li>- Glossary (additions/omissions)</li> <li>- SD Charging Model</li> </ul>	
2.3		Updated with reviewed comments	
3.0	10/06/09	Issued for Approval	
3.01	23/06/09	Updated with additional comments.	
3.02	23/06/09	Issued for Approval.	
3.03	25/09/09	Revised in response to review comments from Jan Ambrose.	
3.1	12/01/10	General updating, for review.	
4.0	04/03/10	Approval version	
4.1	24/09/13	Reviewed: General review, including: clarification that British Forces supplied circuits are not part of the WAN service, use of MSC for operational change, consistency in details for logging incidents and a general tidy up., Updated associated documents and references and re-ordered. and a general tidy up.	



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		Specific review against CCN1311b (Hull (Kingston) ADSL Migration) – NO changes needed Specific review against CCN1308b (POMS): Specific review against CT718a (NTE2000 Faceplates) – NO changes needed Deleted time-expired sections 4 and 5 (pre-HNG-X services)	
4.2	16/10/2013	Incorporated internal review comments into v4.1	
4.3	29-Oct-2013	Alex Kemp incorporated further comments from Jan Ambrose.	
4.4	12-Nov-2013	Changes for clarity and consistency in 2.3.5.1.5 table 3 following further internal review comments.	
5.0	25-Nov-2013	Approval version - Not Approved: 31-Dec-2014	
4.5 and 4.6	18-Dec-2013	Changes following comments from Post Office including: For clarity in 2.3.3 and 2.3.6 Revised embedded document in Appendix A	
4.7	26-Mar-2014	Updated to reflect CCN1400 Additions made to 0.7 (expected changes) Section 1.7 added Table 5 amended Appendix A amended	CCN1400
6.0	09-May-2014	Approval version (NB v5.0 was rejected, as above).	

### 0.3 Review Details

Review Comments by :		
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Position/Role	Name

( \* ) = Reviewers that returned comments

## 0.4 Associated Documents (Internal & External)

Reference	Version	Date	Title	Source
PA/PER/033			HNG-X Capacity Management and Business Volumes	Dimensions
PGM/DCM/TEM/0001 (DO NOT REMOVE)	1.0	13/6/06	Fujitsu Services Post Office Account HNG-X Document Template	Dimensions
SVM/SDM/PLA/0001			HNG-X Support Service Business Continuity Plan – Joint Working Document	Dimensions
SVM/SDM/PLA/0002			HNG-X Services Business Continuity Plan	Dimensions
SVM/SDM/PRO/0001			Major Incident Procedure	Dimensions
SVM/SDM/PRO/0004			Definitions of Engineering Service Priority and Local / Remote Locations	Dimensions
SVM/SDM/PRO/0006			Service Level Target & Liquidated Damages Exclusions	Dimensions
SVM/SDM/PRO/0018			POA Incident Management Procedure	Dimensions
SVM/SDM/SD/0007			Service Management Service: Service Description	Dimensions
SVM/SDM/SD/0021			Third Party Management Service	Dimensions

***Unless a specific version is referred to above, reference should be made to the current approved versions of the documents.***

## 0.5 Abbreviations





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Abbreviation	Definition
2G	2 <sup>nd</sup> Generation Wireless (using GPRS/EDGE)
3G	3 <sup>rd</sup> Generation Wireless
ADSL	Asynchronous Digital Subscriber Line
BFPO	British Forces Post Office
BNR	Branch Network Resilience
BNS	Branch Network Service
BT	British Telecom
CMT	Communications Management Team
EDGE	Enhanced Rates for GSM Evolution
GPRS	General Packet Radio Service
LD	Liquidated Damages
LDT	Liquidated Damages Threshold
MBCI	Major Business Continuity Incident
MCWP	Maximum Counter Wait Period
MIS	Management Information Systems
MSC	Fujitsu Services toolset for managing Operational Change
MTBF	Mean Time Between Failure
ISDN	Integrated Switched Digital Network
OBC	Operational Business Change
PAF	Post Office Address File
POMS	Post Office Managed Switch
PSTN	Public Switched Telephone Network
T-AVE	Average Transaction
WAN	Wide Area Network

## 0.6 Glossary

Term	Definition
ADSL Congestion Measure	The proportion (expressed as a percentage) of the samples taken each day where the measured available bandwidth is less than twice the Guaranteed Minimum ADSL Bandwidth (such sampling and measurement to be carried out in accordance with section 4.3.2 of this Branch Network Service, Service Description).
Branch Availability SLT	The SLT relating to Branch availability referred to in section 2.3.5.1.1 of this Branch Network Service, Service Description.
Central Systems	All systems provided by Fujitsu Services to branches via connectivity to the data centres.
Counter Availability SLT	The SLT relating to Counter Position availability referred to in section 2.3.3 of the Service Description for the Branch Network Service.
Guaranteed Minimum ADSL Bandwidth	11.5kb/s for Branches using a 50:1 ADSL contention ratio and 28.8kb/s for Branches using a 20:1 ADSL contention ratio.
Local Allowance	The allowable time for any failure of the Branch Infrastructure and/or the Branch Telecom Infrastructure.
Local Failure	A failure of the Branch Infrastructure and/or the Branch Telecom Infrastructure.
Maximum Counter Wait Period	The period that an automated Counter Position shall wait for a corresponding NB Authorisation after



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	generating a NB Request before itself Declining that Banking Transaction due to system time-out.
Network Allowance	The allowable time for any failure of the HNG-X Central Infrastructure and/or the Central Telecom Infrastructure.
Network Wide Failure	A failure of the HNG-X Central Infrastructure and/or the Central Telecom Infrastructure which results in a loss of the availability of one or more Branches and Counter Positions.
Post Office Critical Period	The hours during a Post Office Core Day or a number of Post Office Core Days which Post Office may, from time to time, deem as being those hours where a high number or high value of Transactions take place.
Reliability SLT	The SLT relating to reliability referred to in section 4.3.2.
VSAT	Satellite communications system.

## 0.7 Changes Expected

Changes
Changes are expected as a result of the Branch Network Service Study Report SVM/SDM/FSR/2417 when it is approved
Changes are expected following the approval of the CCN for the termination of the Service Desk Service
Changes will be required In the event that the Engineering Service is not extended (or in the event that it is, after it expires and/or is terminated).



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## 1 Service Summary

1.1. The Branch Network Service is responsible, using appropriately trained operational staff, for performing the day to day operational control and management of the following components of the Branch Telecom Infrastructure:

- (a) The Wide Area Network (WAN) for connected Branches, i.e. the connection between the Branch Infrastructure and the HNG-X Central Infrastructure. This excludes BFPO where the connection is provided by the local British Forces.; and
- (b) The connection between the router and the telecommunications socket in the Branch.
- (c) The connection between the POMS and the router in the branch.

1.2. The Branch Network Service is based on remote unattended principles, i.e. monitoring that seeks to minimise interruptions to the normal business operation of the Branch Infrastructure.

1.3. Communications Incidents can be identified by either the Branch or Fujitsu Services following monitoring of the Branch Telecom Infrastructure.

1.4. All Branches will be equipped with a backup network based upon mobile communications via the 2G/3G router. The use of this backup resilient network will be dependent upon a 2G/3G signal being available.

1.5. The Branch Network Service is responsible for the measurement and reporting of Branch and Counter Availability Service Level Targets (SLTs), which will include the effect of Branch Telecom Infrastructure Incidents and Branch Hardware failures across all items within the Branch Infrastructure and failures within the HNG-X Central Infrastructure.

1.6. The Branch Network Service is also responsible for the measurement and reporting of the call to fix SLT in respect of Branch Telecom Infrastructure faults (as set out in Table 6 below).

1.7. Transitional Support Service (TSS)

- It shall be noted that, the inclusion of Branch Network Services as a Transitional Support Service was not included in the Belfast Refresh Programme contracted for under CT1250b. It is acknowledged that it is unclear at the date of CCN 1400 what refresh activities may be required (if any) as a number of factors are outside both Parties' control.
- Fujitsu Services shall prepare a comprehensive report (the Branch Network Service Study Report SVM/SDM/FSR/2417) in accordance with (and subject to) the provisions of paragraph 1.3.2e) of Schedule B3.3.
- For elements of the Branch Network Service that are not covered by the components referenced in the BNS Report, Fujitsu Services will continue to deliver Branch Network Service to the current Service Levels assuming there is no change in availability of the existing third party services. If there is a change to the current availability of these services then this would constitute a Change and managed via the Change Control Procedure on the principle that any remedial work to replace or upgrade the third party service and/or impacted elements of the Services shall be chargeable to Post Office in accordance with the Rate Card or as agreed between the Parties. To the extent to which such elements directly cause a failure to the Branch Network Service prior to implementation of the Change, then Fujitsu Services shall not be liable and an appropriate adjustment to the service level performance shall be made.

## 2 HNG-X

### 2.1 Service Definition

#### 2.1.1 Incident Management





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- 2.1.1.1. The Branch Network Service will ensure that appropriate monitoring toolsets and processes are in place to identify all Incidents within the Branch Telecom Infrastructure that have the potential to impact Post Office, or third parties.
- 2.1.1.2. Having identified an Incident, the Branch Network Service will check that a new call is raised via the Service Desk that contains clear and concise information to enable the Incident to be assigned according to its urgency and priority and resolved
- 2.1.1.3. The Branch Network Service will assist the Service Desk, the Central Network Service, the Data Centre Operations Service, the Engineering Service, the Systems Management Service, the CMT Service and Fujitsu Services Telecommunications Supplier to resolve any Branch Telecom Infrastructure related Incidents in accordance with the Working Document entitled: *"POA Incident Management Process" (SVM/SDM/PRO/0018)*.
- 2.1.1.4. If the fault cannot be cleared and service cannot be restored following the initial diagnostic checks and it is felt that access to the Branch is required, the Service Desk will obtain, from the caller, detail of the access times to the Branch, which are not necessarily linked to Branch opening times and a visit by a Fujitsu Services Support Engineer and/or the Fujitsu Services Telecommunications Supplier will be scheduled.
- 2.1.1.5. Fujitsu Services will inform Post Office of any Branch Telecom Infrastructure Incidents in accordance with the Working Document entitled: *"Branch Network Service, Joint Working Document" (SVM/SDM/PRO/0010)*.

### 2.1.2 Major Business Continuity Incidents

- 2.1.2.1. In the event of a Major Business Continuity Incident (MBCI), as defined in the joint Working Document entitled *"HNG-X Services Business Continuity Plan" (SVM/SDM/PLA/0002)*, within the Branch Telecom Infrastructure, the Branch Network Service shall ensure that the Incident is logged and escalated as described in the Working Document entitled: *"Major Incident Process", (SVM/SDM/PRO/0001)*.
- 2.1.2.2. As part of an on-going service assurance activity, the Branch Network Service will participate in major Incident walkthroughs to take place at regular intervals.

### 2.1.3 Operational Change (MSCs)

- 2.1.3.1. The Branch Network Service will create and/or impact Manage Service Change (MSCs) for operational changes in accordance with section 2.1.6 of the CCD entitled: *"Service Management Service, Service Description" (SVM/SDM/SD/0007)*.

### 2.1.4 Service Management

#### 2.1.4.1 Continuous Service Improvement

Post Office and Fujitsu Services will, as part of ITIL service management best practice work together to identify opportunities for elimination of duplicated effort and rationalisation of processes with the aim of delivering improved efficiency and/or cost savings as referred to in section 1.4 of the CCD entitled *"Service Management Service, Service Description" (SVM/SDM/SD/0007)*.

#### 2.1.4.2 Service Reporting

- 2.1.4.2.1. The Branch Network Service shall, as required, provide service reporting for distribution to Post Office in accordance with the Service Management Service described in the CCD entitled: *"Service Management Service, Service Description" (SVM/SDM/SD/0007)*.
- 2.1.4.2.2. Where there is a failure in any of the communications services within a Branch, the Branch Network Service shall participate, as required following agreement between the Parties, in any daily or otherwise scheduled reporting and/or joint discussion in relation to resolving the failure.



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2.1.4.2.3. The Branch Network Service shall provide daily service reporting to Post Office, which details the status of the Branch Availability and Counter Availability both during the Post Office Critical Periods and Post Office Core Day. Where possible, this availability metric will define whether the Incident affecting the availability occurs within the Fujitsu Services or Post Office domain.

2.1.4.2.4. For Branch Availability and Counter Availability reporting, the Post Office Core Day is Monday to Friday 08:00 to 18:00 and Saturday 08:00 to 13:00. The Post Office Critical Periods are Monday, Tuesday and Thursday 09:00 to 12:30.

#### 2.1.4.3 Supplier Management

2.1.4.3.1. The Branch Network Service shall be responsible for managing all Fujitsu Services third party suppliers utilised in the support of the Branch Telecom Infrastructure environment. These activities include:

- (a) defining the services that the supplier delivers (not Post Office suppliers);
- (b) negotiating with the supplier;
- (c) establishing a contract with the supplier (not Post Office suppliers);
- (d) monitoring the performance of the supplier;
- (e) performing regular supplier reviews including service improvement initiatives;
- (f) managing problems related to the supplier; and
- (g) Managing changes related to the supplier.

## 2.2 Service Availability

2.2.1. The Branch Network Service is a service internal to Fujitsu Services and is available 24 hours per day, every day of the year.

2.2.2. Post Office may contact the Branch Network Service team during the hours of 09:00 to 17:30 Monday to Friday, excluding Bank Holidays.

2.2.3. The Branch Telecom Infrastructure will be available to enable a Branch to complete a Transaction at any time, other than at scheduled maintenance periods which Fujitsu Services will notify Post Office in accordance with the MSC process as described within section 2.1.3 of this Branch Network Service, Service Description.

## 2.3 Service Levels and Remedies

### 2.3.1 General Principles

2.3.1.1. Service Level Targets detailed in sections 2.3.5 and 2.3.6 of this Branch Network Service, Service Description, which do not specify a measurement period are:

- (a) reported monthly via the SRB; and
- (b) Measured over a Service Level Measurement Period equating to a Post Office financial quarter; i.e.
  - January to March;
  - April to June;
  - July to September;
  - October to December.

2.3.1.2. The values applicable to each of the Branch Network Service SLTs are identified within section 2.3.5 of this Branch Network Service, Service Description.



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## 2.3.2 Service Level Relief

Where an Incident relating to the Branch Telecom Infrastructure has been logged in accordance with section 2.1.1.2 of this Branch Network Service, Service Description and Fujitsu Services is unable to resolve the Incident due to any of the reasons set out in the CCD entitled: “*Service Level Target & Liquidated Damages Exclusions*” (SVM/SDM/PRO/0006), measurement against the SLTs or LDTs described within sections 2.3.5.1.6 (Table 4), 2.3.5.1.7 (Table 5) and 2.3.6.1 (Table 6) of this Branch Network Service, Service Description will not occur.

## 2.3.3 Branch and Counter Availability SLTs

**2.3.3.1** The Branch and Counter Availability SLTs as defined in section 2.3.5.1.6 (Table 4) and the Branch Network call to fix SLTs as defined within section 2.3.6.1 (Table 6) will exclude any Incidents due to faults where the ADSL network technology is the sole Branch Telecom Infrastructure and 2G/3G is unavailable. The exception to this exclusion is when the incident has been caused by a Fujitsu Services Support Engineer.

**2.3.3.2** In such events, Fujitsu Services will use its reasonable endeavours to resolve the Incident as quickly as possible and while Branch and Counter unavailability will be reported to Post Office, such proportion will not count towards the SLT conformance measurement and the proportion of unavailability applicable to such Counter Positions will not count towards the liquidated damages calculation for the Counter Availability SLT. When exclusions are applied for such events they will be reported.

## 2.3.4 Rectification Plan

See paragraph 7.1 of Schedule C1 of the Agreement.

## 2.3.5 Service Levels for which Liquidated Damages Apply

### 2.3.5.1 Branch and Counter Availability

#### 2.3.5.1.1 Branch Availability

The availability of a Branch is measured across the network of Branches where those Branches are able to perform all Transactions and communicate with the HNG-X Central Infrastructure. A Branch will be deemed unavailable if it is not able to perform all Transactions (except during an agreed fallback condition as defined in section 2.3.5.1.5 (Table 3)) or communicate with the HNG-X Central Infrastructure. The Branch Availability metric is defined as the number of Branch hours available as a proportion of the maximum number of Branch hours available based upon the Post Office Core Day and the Post Office Critical Period. The reviewed Branch Availability metric will be reported monthly in arrears although a raw figure will be produced on a weekly basis.

#### 2.3.5.1.2 Counter Availability

The availability of a Counter Position is measured across the network of Counter Positions where those Counter Positions are able to perform all Transactions. A Counter Position will be deemed to be unavailable (except during an agreed fallback condition as defined in section 2.3.5.1.5 (Table 3)) if it is not able to perform all Transactions, or communicate with the HNG-X Central Infrastructure. The Counter Availability metric is defined as the number of Counter Position hours available as a proportion of the maximum number of Counter Position hours available based upon the Post Office Core Day and the Post Office Critical Period. The reviewed Counter Availability metric will be reported monthly in arrears. Any liquidated damages payable by Fujitsu Services in connection with the Counter Availability SLT shall apply to periods after (and including) the first day of the first month following signature of CCN1200.





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### 2.3.5.1.3 Method

- (a) The Branch Network Service will extract data from the Service Desk Incident Management System to show all Hardware and Branch Telecom Infrastructure faults logged via the Service Desk, by the Branch and closed on the previous working day.
- (b) The Branch Network Service will match this data against the Fujitsu Services view of the status of each Branch and Counter Position. This will establish if the Branch or Counter Position experienced an outage during the Post Office Core Day and Post Office Critical Period. Where an Incident remains open for more than one (1) day, the total Downtime will be used to calculate the Branch and Counter Availability SLTs.
- (c) The total number of hours of Downtime is then calculated.
- (d) Downtime will impact:
  - Branch Availability – only where it is deemed that the whole Branch is unavailable. i.e. an outage of four (4) hours would show four (4) hours of Branch unavailability; and
  - Counter Availability – only where it is deemed that all the Counter Positions in the Branch are unavailable, i.e. a ten (10) Counter Position Branch with an outage of 4 hours would show 10 x 4 hours equalling 40 hours Counter unavailability.

### 2.3.5.1.4 Reporting

- (a) For both Branch Availability and Counter Availability, Fujitsu Services will report daily against both the Post Office Core Day and against the Post Office Critical Period. Both Post Office and Fujitsu Services will periodically review the allocation of the Post Office Critical Period and jointly agree to adjust this period, if necessary, such agreement not to be unreasonably withheld.
- (b) Fujitsu Services will provide daily management information in respect of all Branches and Counter Positions that are unavailable for whatever reason, even if caused by factors outside of Fujitsu Services' control, e.g. power outages and agreed SLT exclusions, to assist Post Office in managing Branch expectations and to direct the appropriate service management practices within Fujitsu Services.
- (c) Fujitsu Services and Post Office will monitor the effect of MTBF changes across the Branch Hardware and will periodically review the Branch and Counter Availability SLTs and, if necessary, jointly agree new targets, such agreement not to be unreasonably withheld.

### 2.3.5.1.5 Qualifications

- (a) The availability of a Branch or Counter Position is defined by the ability to complete all Transactions including those related to the operation of the system, (e.g. logging on to the system). Where an adequate method of fallback can occur, (e.g. where a bar code reader fails and information can be input via the screen or keyboard), such failures are excluded from the calculations and do not count against availability. Additionally, where a fault occurs on a peripheral which disables the Counter Position in a single counter Branch, (e.g. the monitor), this will count against Branch Availability in this type of Branch but will only count against Counter Availability in a multi-counter Branch.
- (b) The calculation is based upon Post Office staff being able to use 100% of the Counter Positions 100% of the time.

**Table 3**

Fault	Branch Unavailable	Counter Unavailable	Comments
Back Office Printer	No	No	
Bar code reader	No	No	Fallback available via screen / keyboard



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Branch Telecommunications	Yes	Yes – all in Branch	Where the Branch and/or counter can still trade, these calls will be excluded from Branch & Counter Availability figures.  Includes central telecommunications faults
Central Systems	Yes	Yes – all in Branch	Where the Branch and/or counter can still trade, these calls will be excluded from Branch & Counter Availability figures.  Excludes PAF as these Transactions can be completed at the counter using fallback
Counter printer	Yes – single counter Branches only	Yes – specific counter(s) affected by the incident	
Hub	No	Yes – specific counters attached to the hub	
Keyboard	No	No	Fallback available via screen
Keyboard Reader Card	Yes – single counter Branches only	Yes – specific counter(s) affected by the incident	Where the counter can still trade, these calls will be excluded from Branch & Counter Availability figures
Monitor	Yes – single counter Branches only	Yes – specific counter(s) affected by the incident	Where the counter can still trade through use of a fallback (keyboard), these calls will be excluded from Branch & Counter Availability figures
PC	Yes – single counter Branches only	Yes – specific counter(s) affected by the incident	Where the counter can still trade, these calls will be excluded from Branch & Counter Availability figures
PIN Pad	Yes – single counter Branches only	Yes – specific counter(s) affected by the incident	
POMS	No	No	
Router	Yes	Yes – all in Branch	Where the Branch and/or counter can still trade, these calls will be excluded from Branch & Counter Availability figures.

### 2.3.5.1.6 Service Level Targets

**Table 4**

Description	SLT
Branch Availability during the Critical	See spreadsheet in appendix A.





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Period	Back End Data tab cell D163
Counter Availability during the Critical Period	See spreadsheet in appendix A. Back End Data tab cell E163
Branch Availability during Post Office Core Day	See spreadsheet in appendix A. Back End Data tab cell D153
Counter Availability during Post Office Core Day	See spreadsheet in appendix A. Back End Data tab cell E153

The last agreed MTBF figures used in the calculation in Appendix A were for April 10 and are selected using the drop down cell B31 in the Back End Tab

The targets set out in Table 4 above take account of the provision of the CMT Service. If the CMT Service is terminated, the targets set out above will be reduced by an amount agreed between the Parties, such agreement not to be unreasonably withheld.

### 2.3.5.1.7 Liquidated Damages Threshold for the Counter Availability SLT

(1) The following definitions shall apply for the purpose of calculating the liquidated damages payable in respect of the Counter Availability SLT:

- (a) **Failure Event** means an event or series of connected events which causes one or more Counter Positions to be deemed to be Unavailable due to a Network Wide Failure or a Local Failure. Ongoing failures will be deemed to be part of such Failure Event until the Failure Event is closed in accordance with the Incident closure process which is set out in the Working Document entitled "Major Incident Process" (SVM/SDM/PRO/0001) (**Incident Closure Process**).
- (b) **Liquidated Damages Amount** means the amount specified in the column entitled "Liquidated Damages payable per hour or part thereof in excess of Network and Local Allowance per Counter position per calendar month" in Table 5 of section 2.3.5.1.7.
- (c) **Counter Unavailability** means, in respect of a Failure Event, either:
  - i. in respect of a Local Failure, the total obtained by adding together all Individual Counter Unavailability Periods for all Counter Positions affected by the Failure Event; or
  - ii. In respect of a Network Wide Failure, the Network Counter Unavailability Period multiplied by the number of Counter Positions rendered Unavailable by the Failure Event.
- (d) **Individual Counter Position Unavailability Period** means the time for which an individual Counter Position is Unavailable
- (e) **Network Counter Position Unavailability Period** means the time the affected Counter Positions are Unavailable
- (f) **Monthly Allowance** means the 'Network and Local Allowance per Counter Position per calendar month' shown in column 4 of Table 5 (as amended from time to time pursuant to section 2.3.5.1.7 (j)) multiplied by the average number of Counter Positions in use during the relevant month. This allowance is the allowable downtime per counter used to calculate the threshold of counter downtime allowed before liquidated damages start to be payable. For the avoidance of doubt, at the end of each calendar month, any unused Monthly Allowance shall expire and shall not be rolled over into the next month.
- (g) **Unavailable** means, in respect of a Counter Position, that it is not able to perform all Transactions, or communicate with the HNG-X Central Infrastructure (and that an agreed fallback condition as defined in section 2.3.5.1.5 (Table 3) does not apply) during a Post Office Core Day.



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(2) Subject to sections 2.3.5.1.7 (3) and (4) below, the liquidated damages for failure to meet the Counter Availability SLT in a month shall be calculated by:

- (a) adding together the Counter Unavailability in respect of each Failure Event that occurred in the month (the date of occurrence being deemed for this purpose to be the date on which the Failure Event is closed in accordance with the Incident Closure Process);
- (b) Deducting the Monthly Allowance from the total in (a); and
- (c) Multiplying the remainder by the Liquidated Damages Amount.

(3) For a Failure Event:

(a) The Incident Closure Process will require Post Office and Fujitsu Services to agree the number of Branches and Counter Positions affected and the duration of the outage;

(b) if the value of the liquidated damages for a Failure Event which gives rise to a Network Wide Failure would be in excess of £400,000 then:

- (i) Fujitsu Services shall have the right to not count its Monthly Allowance towards the Counter Unavailability in respect of such Failure Event if it so notifies Post Office in writing. In such cases, the Monthly Allowance shall not be deducted from the Counter Unavailability in respect of that Failure Event; and
- (ii) Only £400,000 shall be counted towards the liquidated damages payable for that month in respect of that Failure Event.

(4) For the avoidance of doubt, Unavailability is only counted once, so that for so long as a Counter Position is rendered Unavailable by a Failure Event it shall not be counted in calculating the number of Counter Positions affected by a second Failure Event.

(5) Liquidated damages will be reported, measured and agreed monthly and paid quarterly in arrears.

(6) The Local Allowance element of the Monthly Allowance will be varied as follows:

- i. increased by 5% per annum (as set out in Table 5); or
- ii. if the assumptions in paragraphs 3.3.1 (b) or (c) of Schedule B3.4 proves incorrect, increased by a percentage equal to the difference between the actual MTBF and the relevant assumption; or
- iii. if there is a substantive change to the Branch Infrastructure (for example replacement of a number of counter printers), such that the actual MTBF is expected to decrease, the parties will negotiate in good faith to reduce the Local Allowance to reflect that decrease.

**Table 5**

Year	Network Allowance per Counter Position per calendar month	Local Allowance per Counter Position per calendar month	Network and Local Allowance per Counter Position per calendar month	Liquidated Damages payable per hour or part thereof in excess of Network and Local Allowance per Counter Position
------	-----------------------------------------------------------	---------------------------------------------------------	---------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------



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				per calendar month
2009/2010	0.78 hours	1.40 hours	2.18 hours	£3.50
2010/2011	0.78 hours	1.46 hours	2.24 hours	£3.50
2011/2012	0.78 hours	1.53 hours	2.31 hours	£3.50
2012/2013	0.78 hours	1.59 hours	2.37 hours	£3.50
2013/2014	0.78 hours	1.65 hours	2.43 hours	£3.50
2014/2015	0.78 hours	1.71 hours	2.49 hours	£3.50
2015/2016	0.78 hours	1.80 hours	2.58 hours	£3.50
2016/2017	0.78 hours	1.89 hours	2.67 hours	£3.50

In the event that the Engineering Service is not extended (or in the event that it is, after it expires and/or is terminated) then Fujitsu Services shall have a reduced liability for Local Failures (purely related to the Branch Network Service) and the Local Allowance per Counter Position per calendar month shall be reduced by 70%.and the last two lines of table 5 will become:

2015/2016	0.78 hours	0.54 hours	1.32 hours	£3.50
2016/2017	0.78 hours	0.57 hours	1.35 hours	£3.50

## 2.3.6 Service Levels for which Liquidated Damages Do Not Apply

### 2.3.6.1 Branch Network Service: Call to Fix

2.3.6.1.1 Incidents relating to the Branch Telecom Infrastructure which prevent an individual Branch from using the HNG-X Application shall be resolved in accordance with the following SLTs.

2.3.6.1.2 Branch Network Service SLT performance is reported and measured within the SRB as defined in the CCD entitled: *"Service Management Service, Service Description"* (SVM/SDM/SD/0007).

2.3.6.1.3 The location of each Branch is classified as either local or remote. All Branch changes may be subject to Operational Business Change. A new Branch location will assume the same SLT and LDT as the one it replaces unless its local or Remote status is changed, in which case the SLT and LDT to be applied will be agreed by Fujitsu Services and the Post Office and accordingly Fujitsu Services will update the CCD entitled: *"Definitions of Engineering Service Priority and Local / Remote Locations"* (SVM/SDM/PRO/0004).

2.3.6.1.4 The call to fix SLT for the Branch Network Service following receipt of a call to the Service Desk relating to the Branch Telecom Infrastructure is identified in Table 6 below:

**Table 6**

Branch Location	SLT (Hours of Downtime)	
Local / Remote	95% fixed	100% fixed
Urgency 1	in less than 4 hours	in less than 6 hours



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### 2.3.7 Operational Level Targets

There are no OLTs associated with the Branch Network Service.

### 2.3.8 Performance Metrics

There are no performance metrics associated with the Branch Network Service.

### 2.3.9 Design Targets

There are no design targets associated with the Branch Network Service.

## 2.4 Service Limits and Volumetrics

### 2.4.1 Backup Network Capacity

The 2G/3G and ISDN secondary network shall support a percentage of the Transaction workload as set out in the CCD entitled: *"HNG-X Capacity Management Service and Business Volumes" (PA/PER/033)*.

## 2.5 Assets and Licences

### 2.5.1 Assets

There are no assets associated with the Branch Network Service.

### 2.5.2 Licences

There are no licences associated with the Branch Network Service.

## 2.6 Charges

### 2.6.1 Operational Fixed Charge

See Schedule D1 of the Agreement.

### 2.6.2 Operational Variable Charge

The Branch Network Service Operational Variable Charge is calculated against the number of Branches and the network technology mix within the Post Office estate, calculated as set out in Schedule D1 section 2.9 of the Agreement. As the network is effectively a "Pass Through" network, bills from Fujitsu Services' suppliers will be checked to ensure that charging for new Branches commences at the correct time, and charging for closed Branches ceases at the correct time.

### 2.6.3 Additional Operational Variable Charge

There are no additional operational variable charges applicable to the Branch Network Service.

## 2.7 Dependencies and Interfaces with Other Operational Services





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2.7.1. Any changes agreed between Post Office and Fujitsu Services to the scope or availability of the Branch Network Service and/or any of the other Operational Services will be agreed in accordance with the Change Control Procedure. This section describes the interfaces with other Operational Services as at the Amendment Date, as follows:

#### **2.7.1.1 The Service Desk Service**

Any changes to the scope of the Branch Network Service may result in Incidents being raised to the Service Desk via the Systems Management Service.

#### **2.7.1.2 The CMT Service**

Any change to the scope of the CMT Service will result in Branch Network Incidents being handled by the Service Desk.

#### **2.7.1.3 The Central Network Service**

The Branch Network Service works closely with the Central Network Service in supporting the HNG-X Telecommunications Infrastructure. If the scope of the Branch Network Service is changed, the Central Network Service may need to manage the Branch Network Service's responsibilities in relation this.

#### **2.7.1.4 The Systems Management Service**

If the scope of the Systems Management Service is changed, the Data Centre Operations Service may take over the System Management Service's role in supporting the Branch Network Service.

#### **2.7.1.5 The Third Line Support Service**

If the scope of the Third Line Support Service is changed, the Applications Support Service (Fourth Line) may take over the Third Line Support Service's role in supporting the Branch Network Service.

#### **2.7.1.6 The Engineering Service**

If the scope of the Engineering Service is changed, any alternative Service Provider would be required to take over the Engineering Service's role in supporting the Branch Network Service.

#### **2.7.1.7 The Data Centre Operations Service**

If the scope of the Data Centre Operations Service is changed, the Systems Management Service may take over the Data Centre Operations Service's role in supporting the Branch Network Service.

#### **2.7.1.8 The Service Management Service**

If the scope of the Branch Network Service is changed, the Service Management Service may have to take over the role of managing the Branch Network Service communicating directly with Post Office the status and nature of faults within the Branch Network and may have to take over the role of managing the Branch Network Service suppliers.

#### **2.7.1.9 The Operational Business Change (Branch Change) Service**

The Branch Network Service will support any OBC Branch changes delivered by the OBC (Branch Change) Service. If the scope of the Branch Network Service changed, the Service Management Service would have to take over this role.

#### **2.7.1.10 The Reference Data Management Service**

The Reference Data Management Service will support the Branch Network Service. If the scope of the Reference Data Management Service is changed, the Data Centre Operations Service would have to take over this role.





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### 2.7.1.11 The Management Information Service

The Management Information Service may request data to support MIS Reports delivered internally within Fujitsu Services or to Post Office. If the scope of the Branch Network Service changed, the Service Management Service may have to take over this role.

### 2.7.1.12 The Security Management Service

The Branch Network Service will support the Security Management Service in ensuring the appropriate levels of security are met in respect of systems access. If the scope of the Branch Network Service changed, the Third Line Support Service or the Systems Management Service might have to take over this role.

## 2.8 Post Office Dependencies and Responsibilities

In addition to the generic responsibilities set out in Schedule A5 of the Agreement, Post Office will provide access to the Branch within the agreed access times described in section 2.1.1.4 of this Branch Network Service, Service Description.

## 2.9 Business Continuity

This section defines the measures taken to minimise the risk of not being able to provide the Branch Network Service and sets out what Fujitsu Services is required to provide in terms of Business Continuity specific to the provision of this Branch Network Service. Details of the Branch Network Service Business Continuity Plan are set out in the Working Document entitled: *"HNG-X Support Service Business Continuity Plan – Joint Working Document"* (SVM/SDM/PLA/0001).

### 2.9.1 Maintaining Contact with the HNG-X Central Infrastructure

All Branches will have a resilient network which will be made available where there is a 2G/3G signal being available, should the primary communications network be unavailable. There are no further Business Continuity arrangements to ensure Branch Telecom Infrastructure connectivity.

## 2.10 Documentation Set Supporting the Service

The document set listed in section 0.4 of this Branch Network Service, Service Description supports the delivery of the Branch Network Service. Should any elements of the Branch Network Service be changed following agreement with Post Office in accordance with the Change Control Procedure, Fujitsu Services will ensure these documents are also reviewed and amended where necessary in line with changes agreed.



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### 3 Appendix A – Branch & Counter Availability SLT Spreadsheet

The embedded file is the spreadsheet which is used to calculate the Branch & Counter Availability Targets and the associated LDs.



Availability SLT LDT  
Model v7.xls

Following the termination of the Service Desk Service, calculations of LDs shall specifically exclude the period of time during an incident where a resolution action is with a third party such as the provider of Service Desk Service – but the amount of this shall be calculated and informed to Post Office as if Fujitsu Services were liable. In order to do this Annex [a] to the Branch Network Service Description shall be amended to clearly show the availability and associated LDs (if any) based on the current method and (2) excluding time where a resolution action is with a third party such as the provider of Service Desk Service.

Fujitsu Services will use reasonable endeavours when calculating this exclusion time where the resolution action is with third parties but can only cover the time from receiving the incident in the Fujitsu domain.

The following embedded file will then replace the one above.



Availability SLT LDT  
Model - TSS.xls

In the event that the Engineering Service is not extended (or in the event that it is, after it expires and/or is terminated) the Counter and Branch availability SLT for the Branch Network Service shall be amended as detailed below allowing for the following principles:

- The SLT for Branch Availability shall be amended from 99.56% to 99.64% for both critical and core periods
- The SLT for Counter Availability shall be amended from 99.34% to 99.64% for both critical and core periods
- SLT reported performance to be based only on areas of service provided by Fujitsu Services (or their subcontractors) under the Horizon Agreement

The following embedded file will then replace the one above. Note that these changes are not yet reflected in the main text of section 2.3. and it's sub-sections.



Availability SLT LDT  
Model - TSS ex-eng s